

Utility Consumer Complaints

2005 Annual Report



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Changes from 2004 to 2005

The total number of complaints from 2004 to 2005 dropped 460, a 27.3% reduction. Telephone complaints dropped 41.6% , and energy complaints decreased by 1.2%. A few notable company statistics follow.

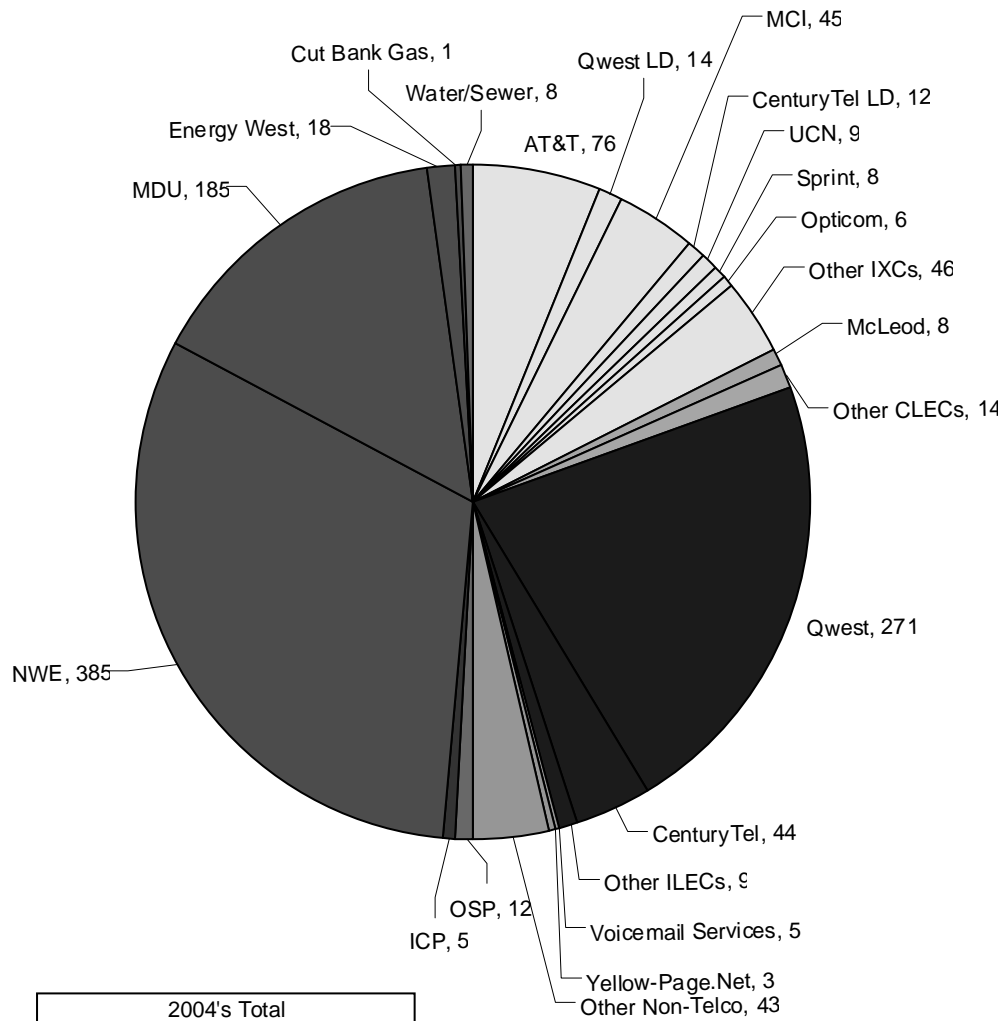
1. Qwest (ILEC) complaints decreased 35.0%.
2. IXC complaints decreased overall 53.7%.
3. AT&T (IXC) complaints dropped from 218 to 76, a decrease of 65.1%.
4. CLEC complaints decreased overall 40.5%.

Complaint Percentages by Company

Qwest - 22.09%	.08% (percentage of complaints compared to total MT access lines)
CenturyTel - 3.59%	
Other ILECs - .73%	
McLeodUSA - .65%	
Other CLECs - 1.14%	
Water Utilities - .65%	
MDU - 15.08%	.23% (percentage of complaints compared to total MT customers)
Energy West - 1.47%	.07% (percentage of complaints compared to total MT customers)
NorthWestern - 31.38%	.11% (percentage of complaints compared to total MT customers)
Cut Bank Gas - .08%	
ICP - .41%	
AT&T - 6.19%	
Qwest LD - 1.14%	
Sprint - .65%	
UCN - .73%	
MCI - 3.67%	
CenturyTel LD - .98%	
Opticom - .49%	
Other IXCs - 3.75%	
OSP - .98%	
Voicemail Services - .41%	
Yellow-Page.Net - .24%	
Other Non-Telco - 3.5%	

Total - 100%

**Year 2005 Consumer Complaints By Utility - Total # Informal Complaints
- 1,227**

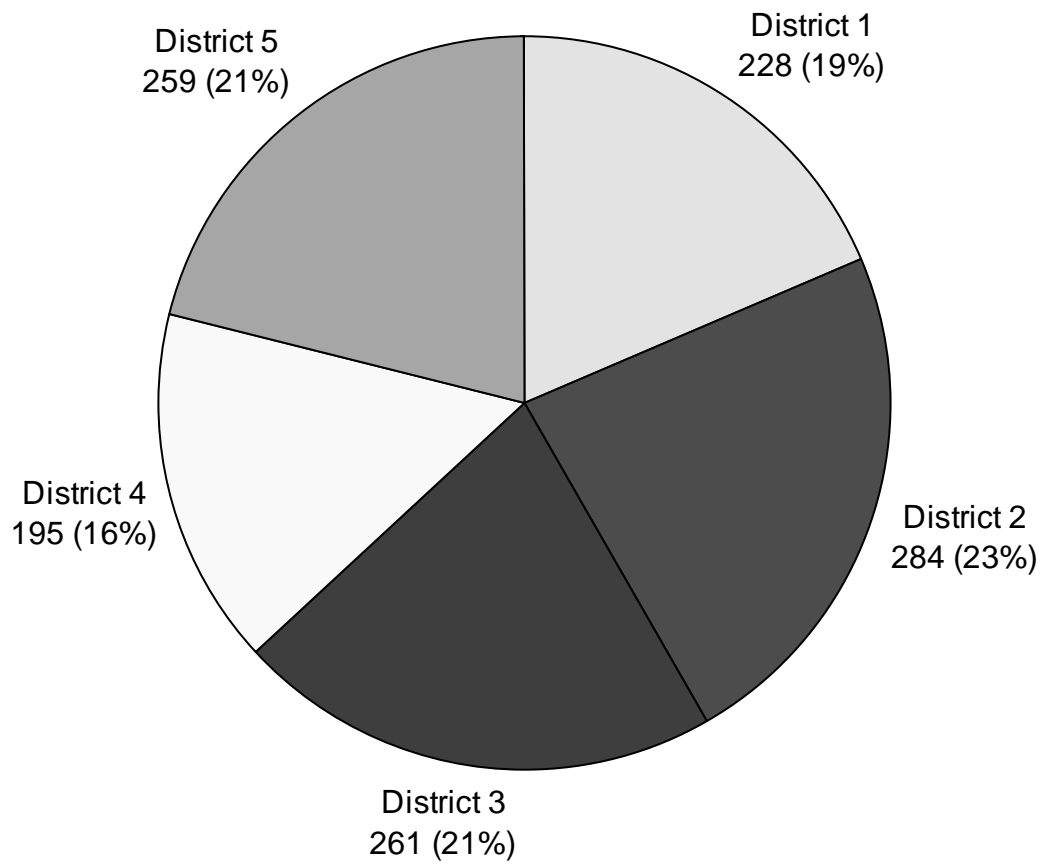


2004's Total
was 1,687*

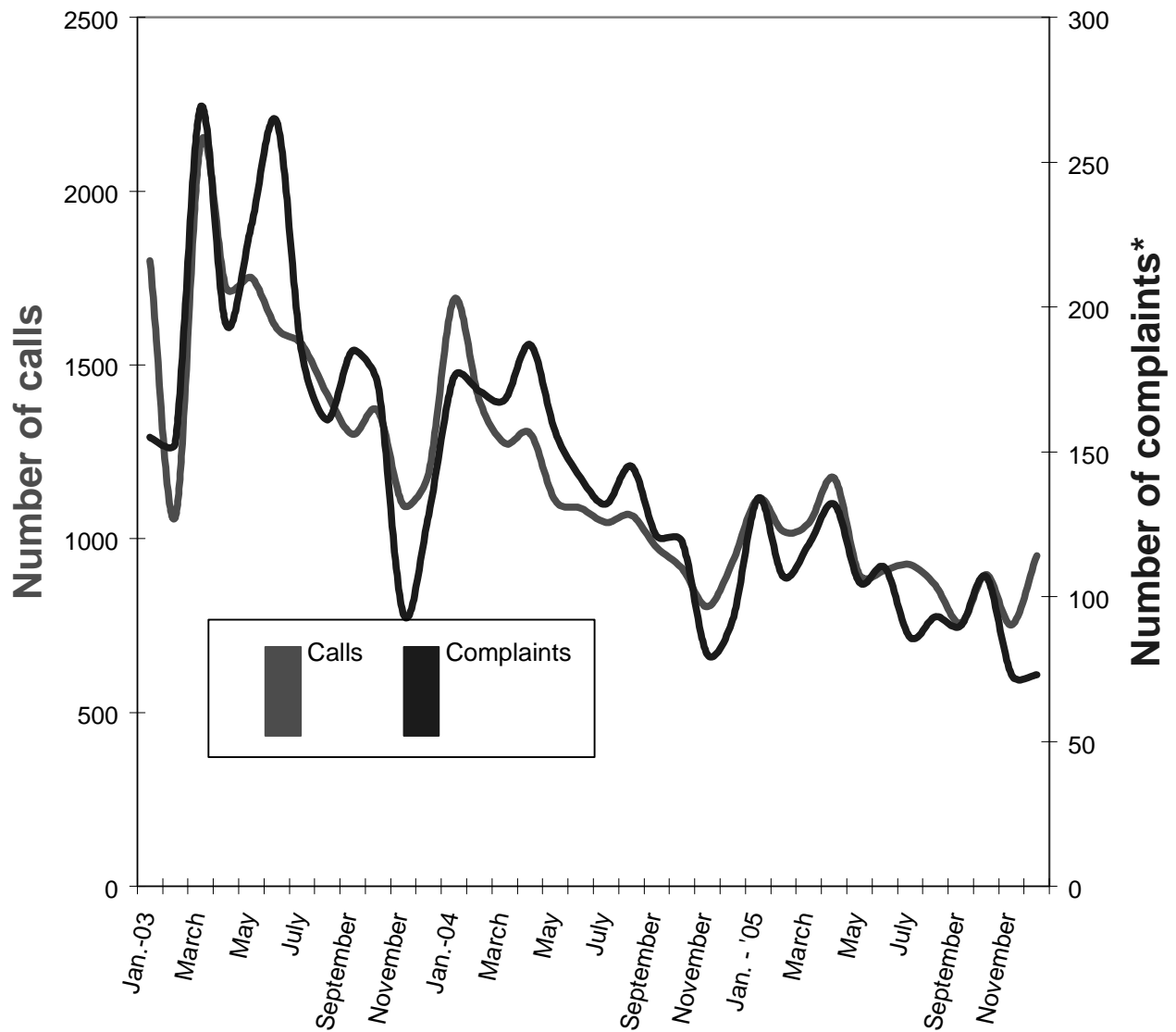
ICP - Inmate Calling Providers
OSP - Operator Service Providers

*four higher than previously reported

2005 Complaints by PSC District



Calls to PSC toll-free complaints number and level of monthly utility consumer complaints 2003-2004-2005



*A consumer call or letter is not logged as a complaint unless PSC staff must contact the utility in order to resolve it.

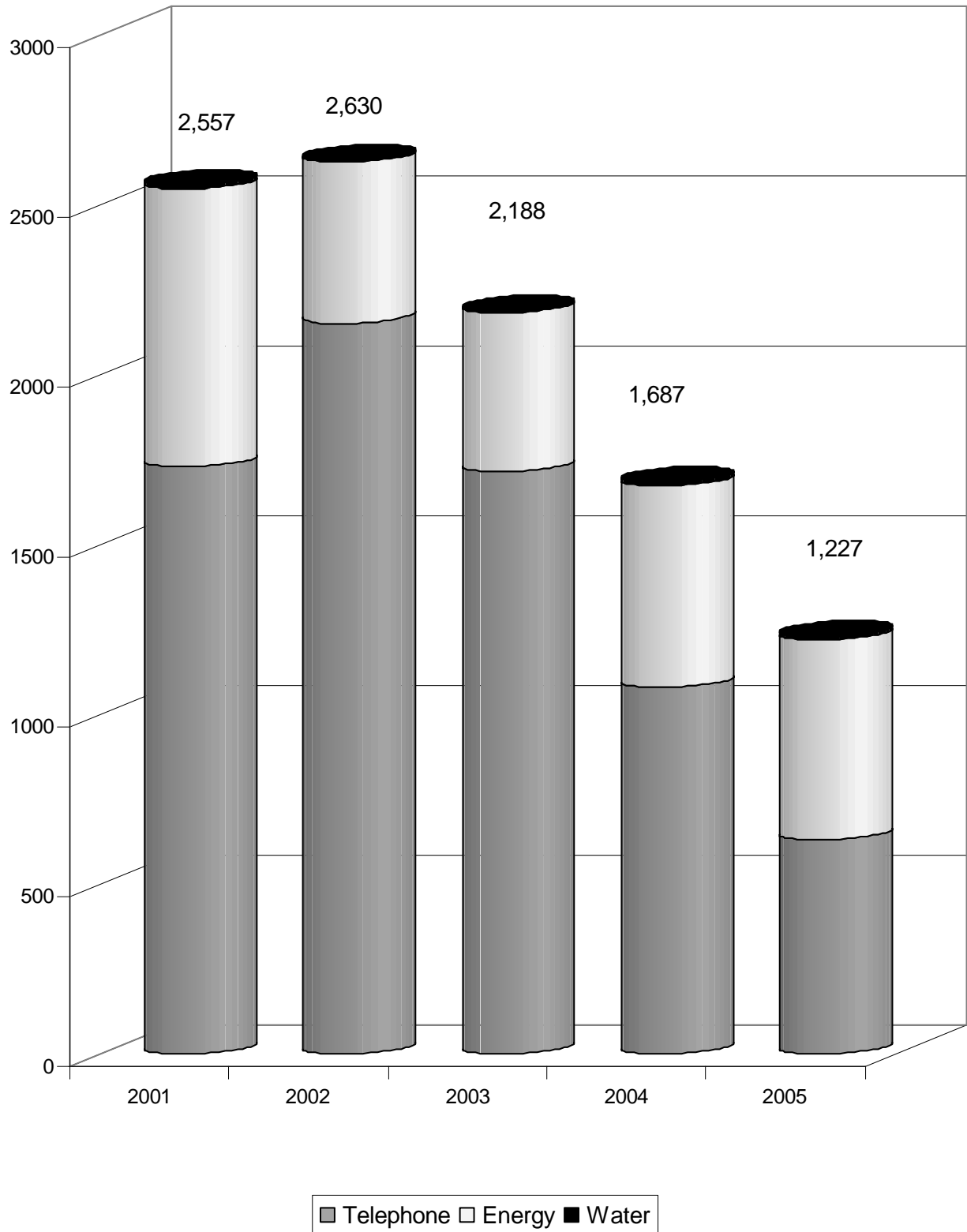
Number of Calls
(comparing 2004 and 2005)

	<u>2004</u>	<u>2005</u>	<u>%of Change</u>
January	1,689	1,116	(33.9%)
February	1,400	1,021	(27.1%)
March	1,275	1,045	(18.0%)
April	1,303	1,174	(9.9%)
May	1,109	896	(19.2%)
June	1,088	909	(16.5%)
July	1,047	925	(11.7%)
August	1,068	866	(18.9%)
September	976	757	(22.4%)
October	915	897	(2.0%)
November	804	752	(6.5%)
December	934	952	1.9%
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Total	13,608	11,310	(16.9%)

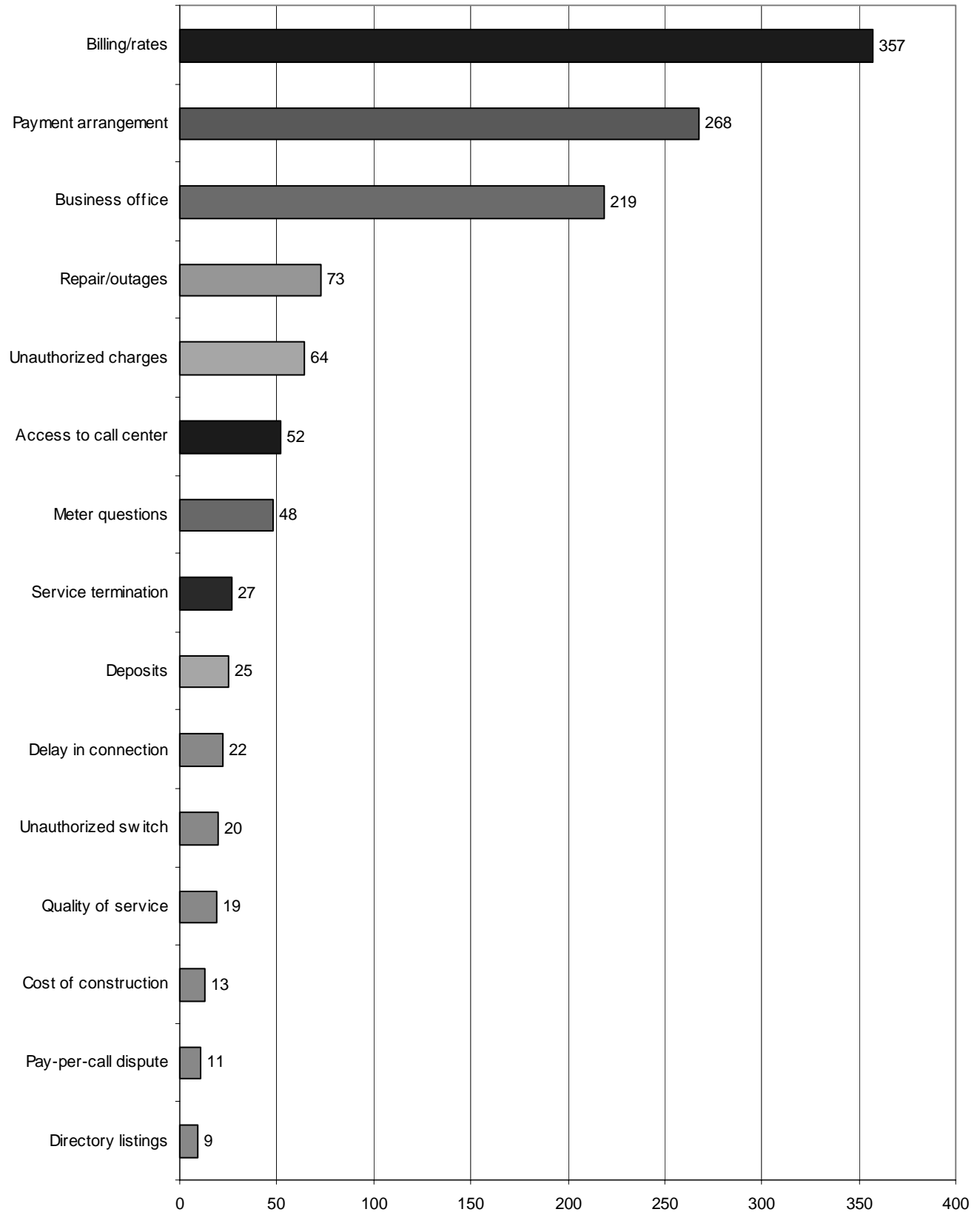
Number of Complaints
(comparing 2004 and 2005)

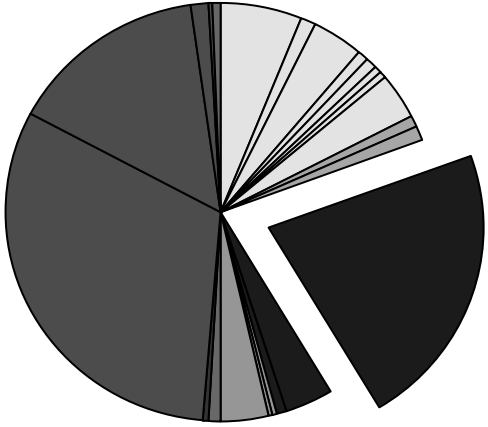
	<u>2004</u>	<u>2005</u>	<u>%age of Change</u>
January	176	134	(23.9%)
February	171	107	(37.4%)
March	168	118	(29.8%)
April	187	132	(29.4%)
May	155	105	(32.3%)
June	141	110	(22.0%)
July	132	86	(34.8%)
August	145	93	(35.9%)
September	121	90	(25.6%)
October	119	107	(10.1%)
November	80	73	(8.8%)
December	92	72	(21.7%)
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Total	1,687	1,227	(27.3%)

PSC complaints from 2001 through 2005 by service type

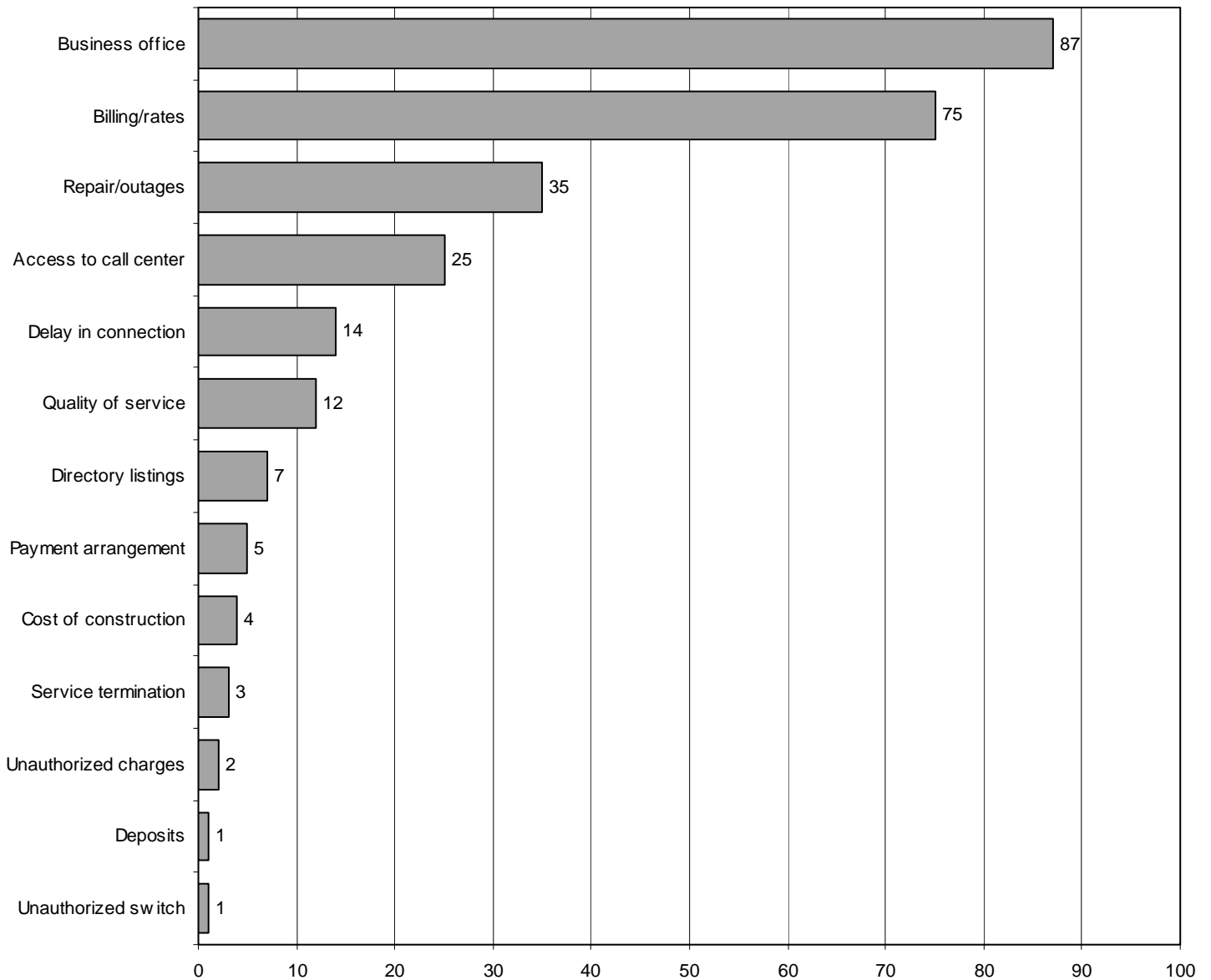


Year 2005 PSC Consumer Complaints by Complaint Category

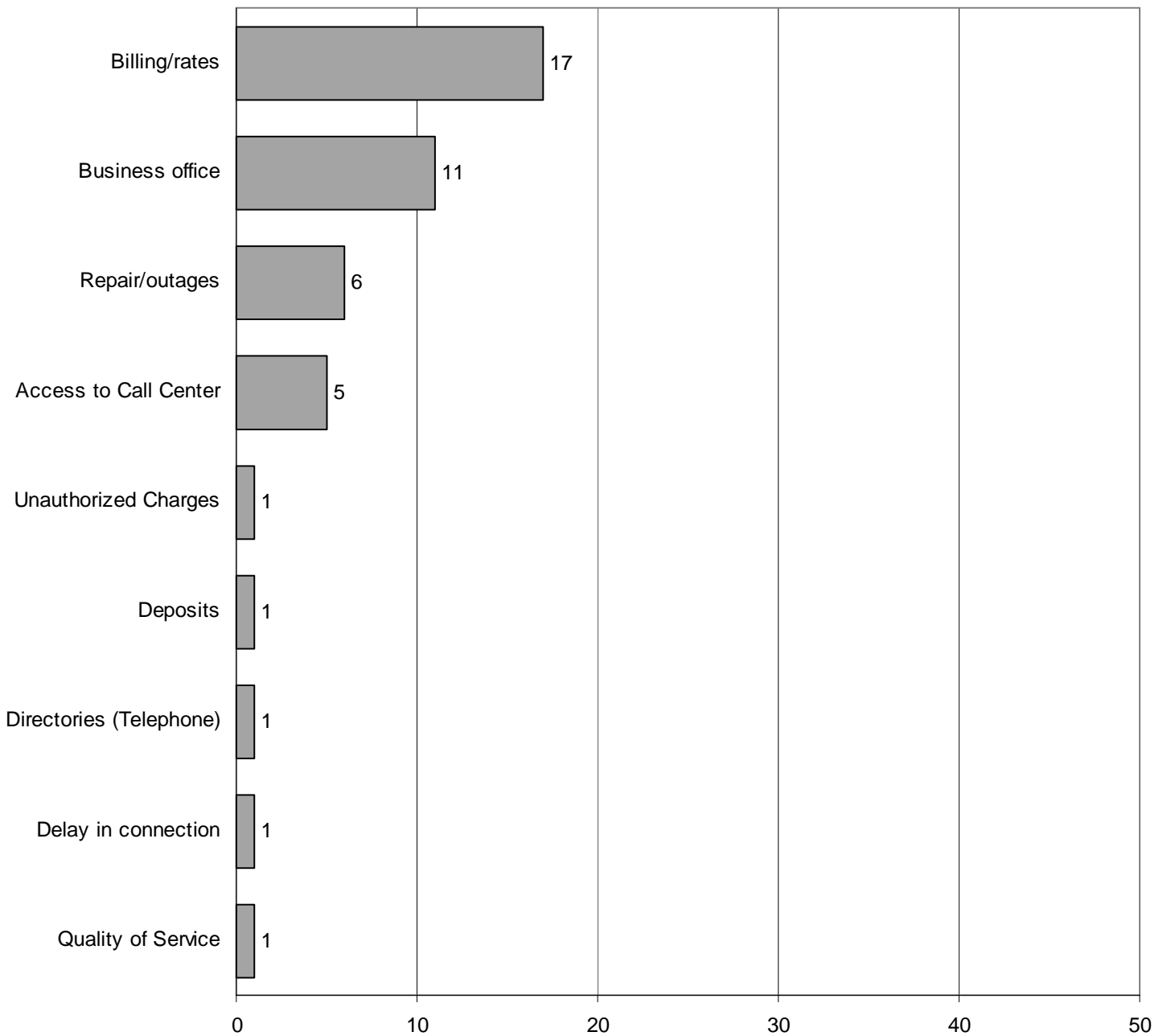
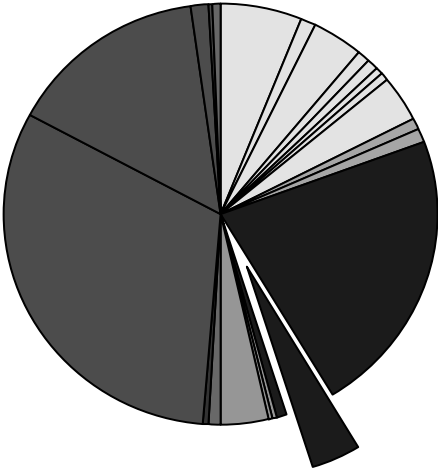




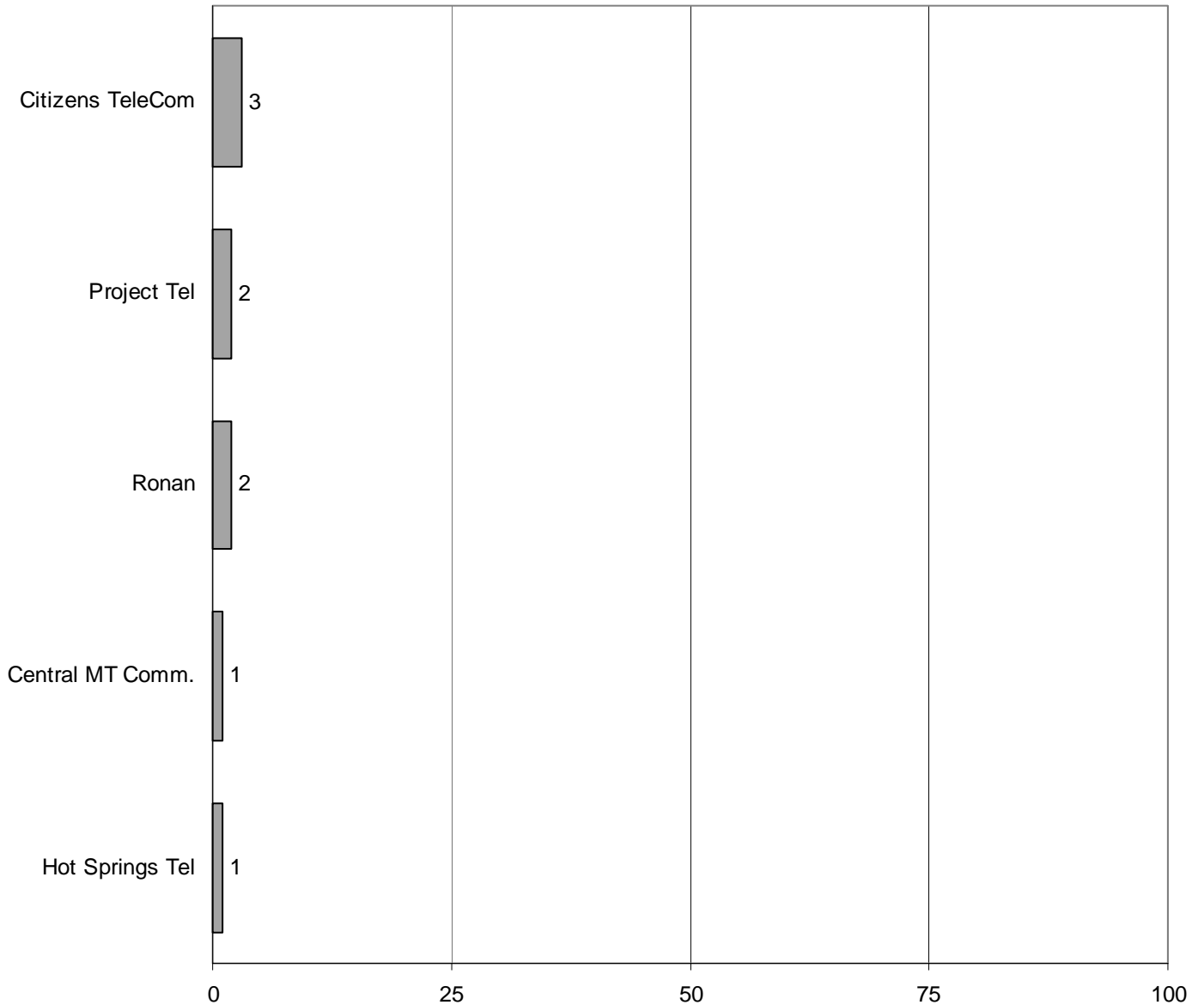
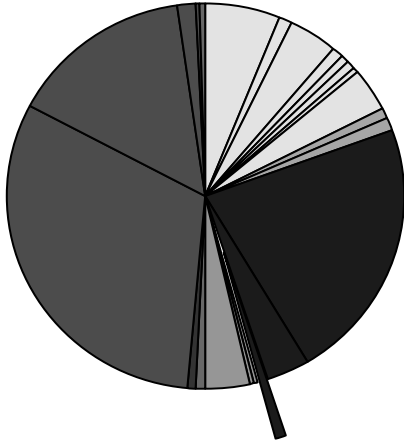
Qwest Corporation 2005 Complaints 271 Total

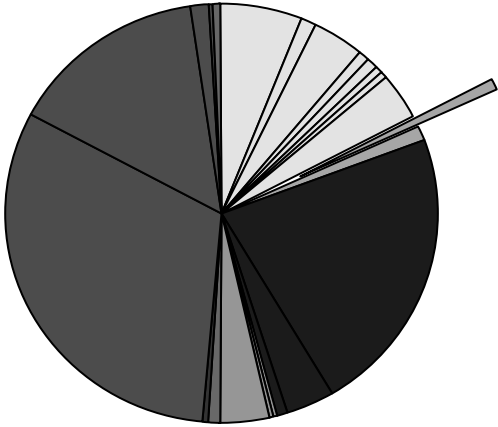


CenturyTel of Montana 2005 Complaints 44 Total

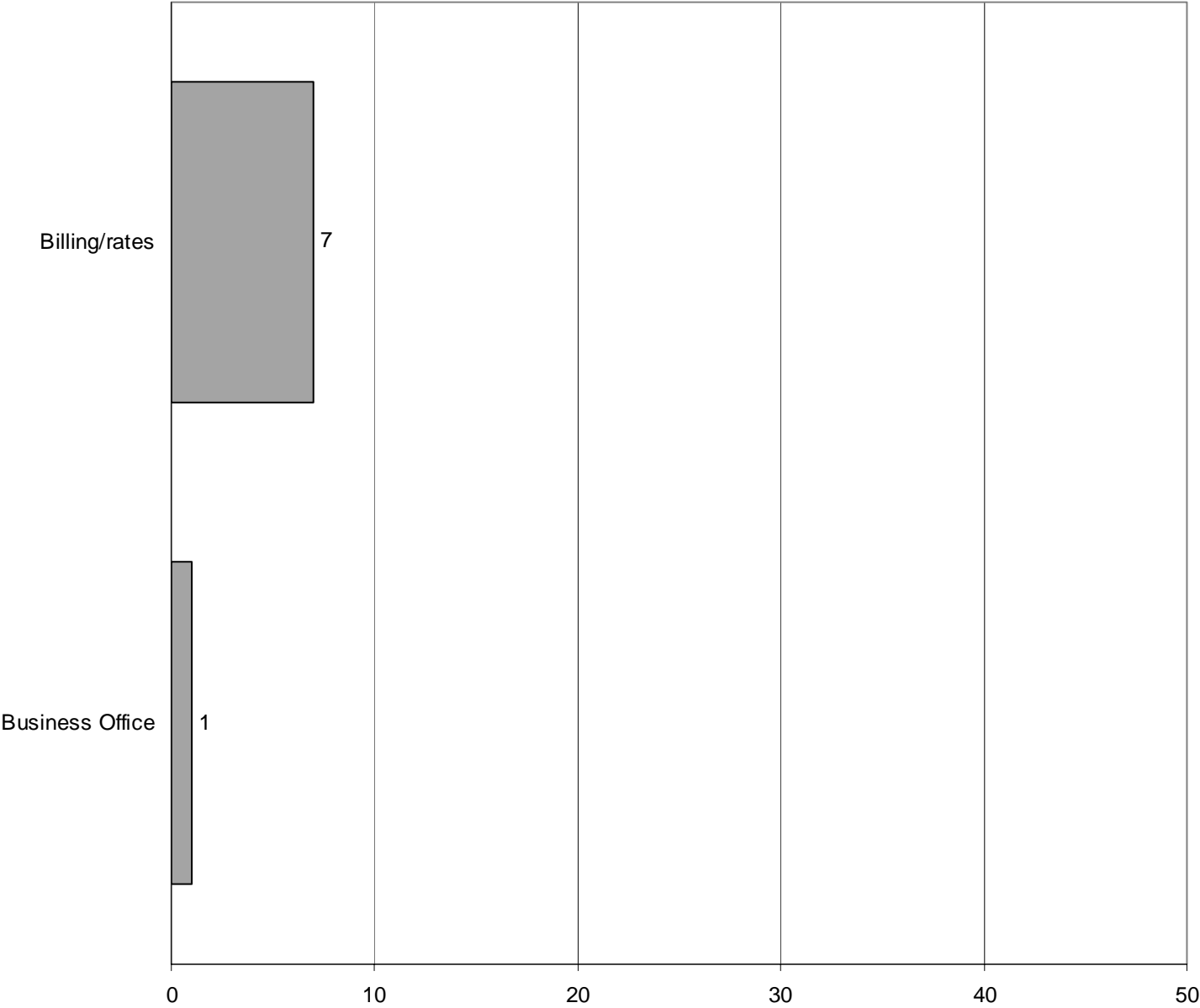


**Other Incumbent Local
Exchange Carriers
(ILECs)
2005 Complaints
9 Total**

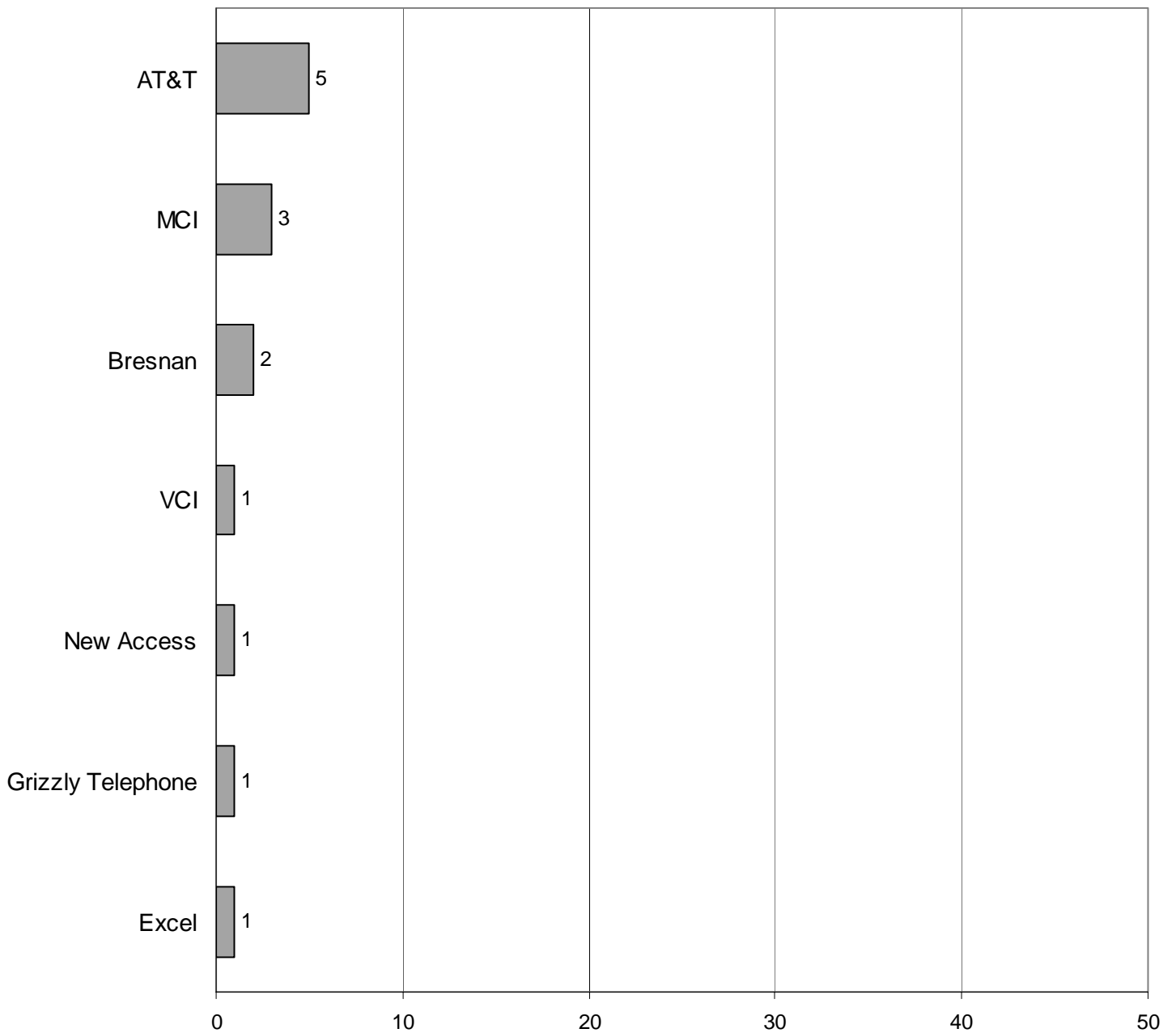
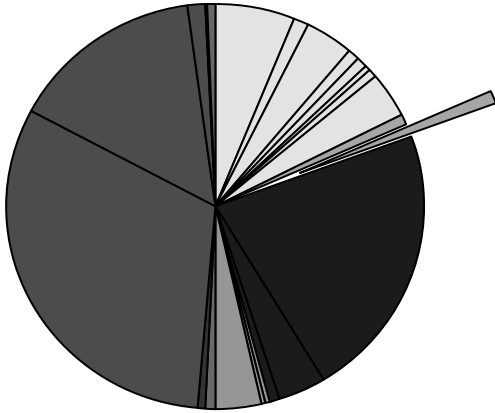


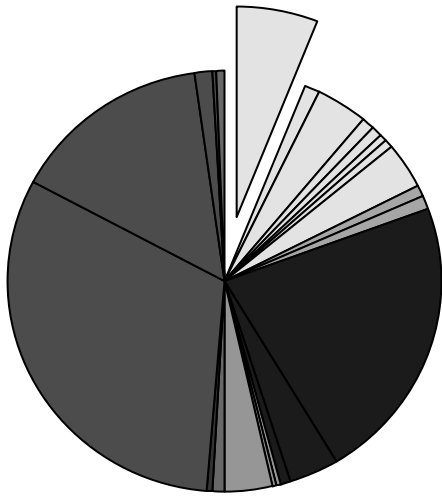


McLeodUSA
2005 Complaints
8 Total

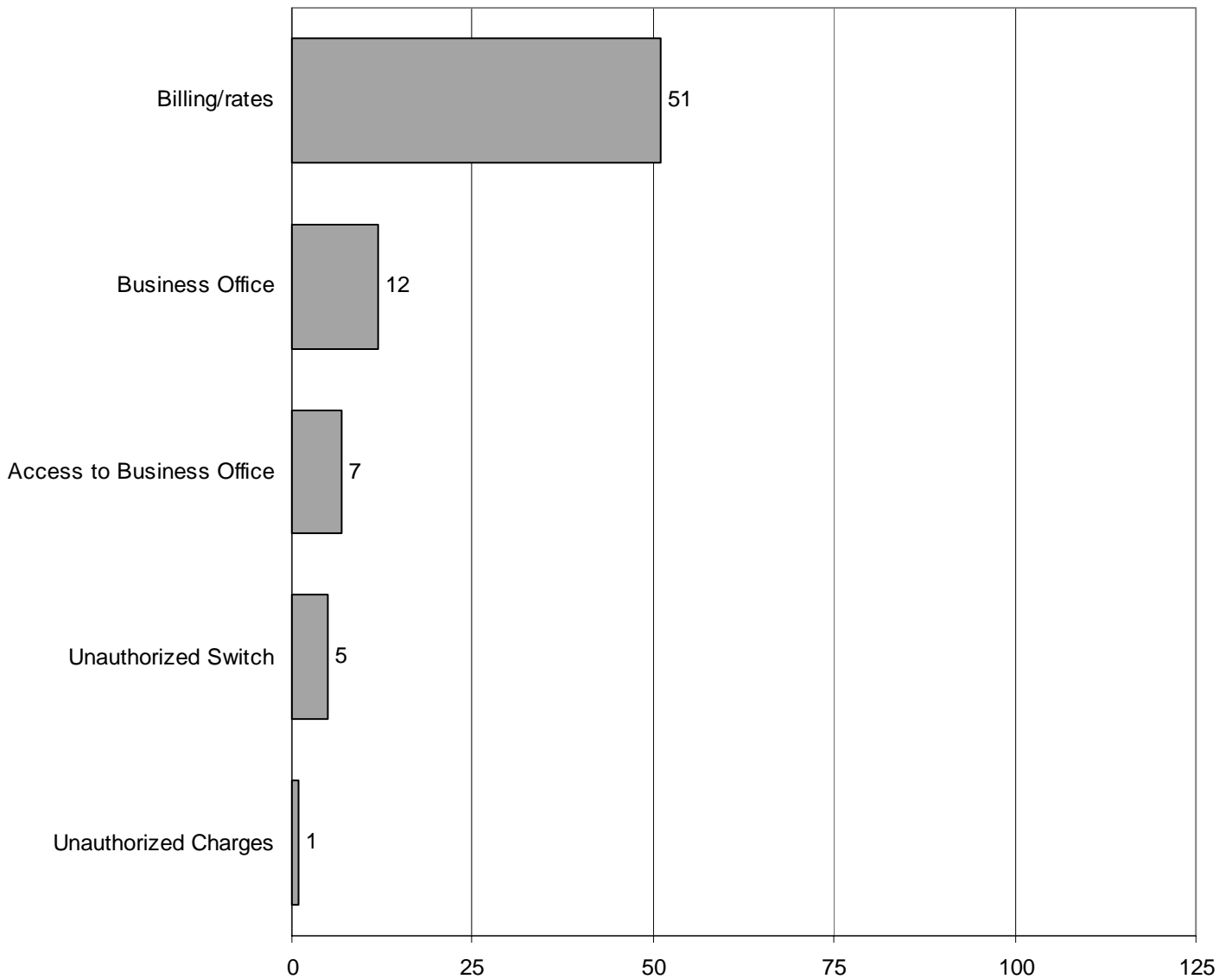


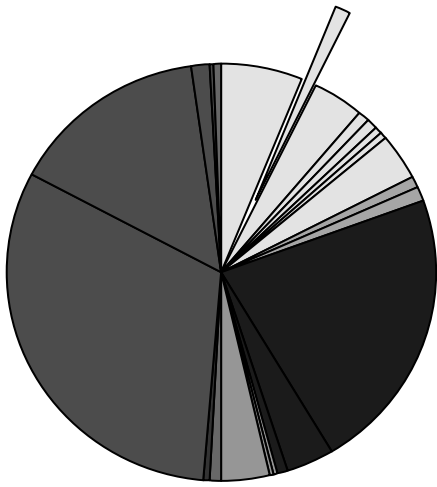
Other Competitive Local Exchange Carriers (CLECs) 2005 Complaints 14 Total





AT&T **2005 Complaints** **76 Total**

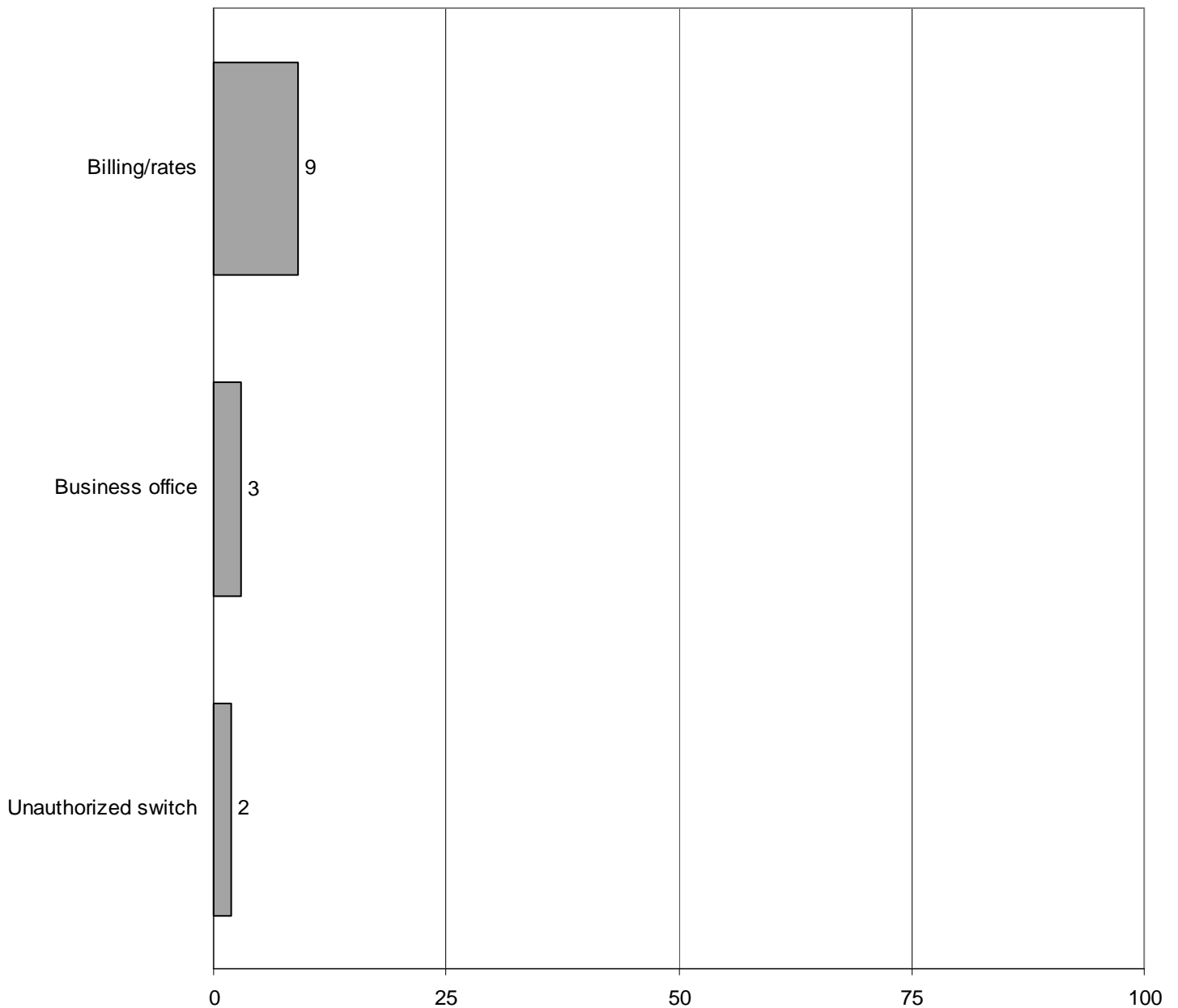


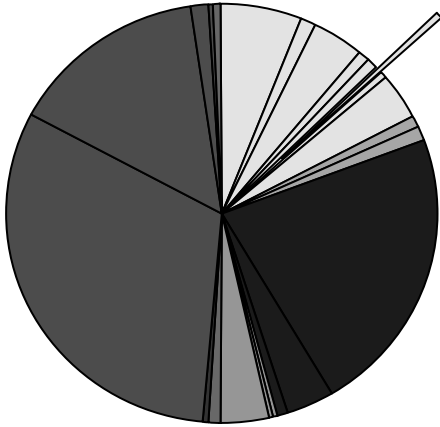


Qwest Long Distance Corporation

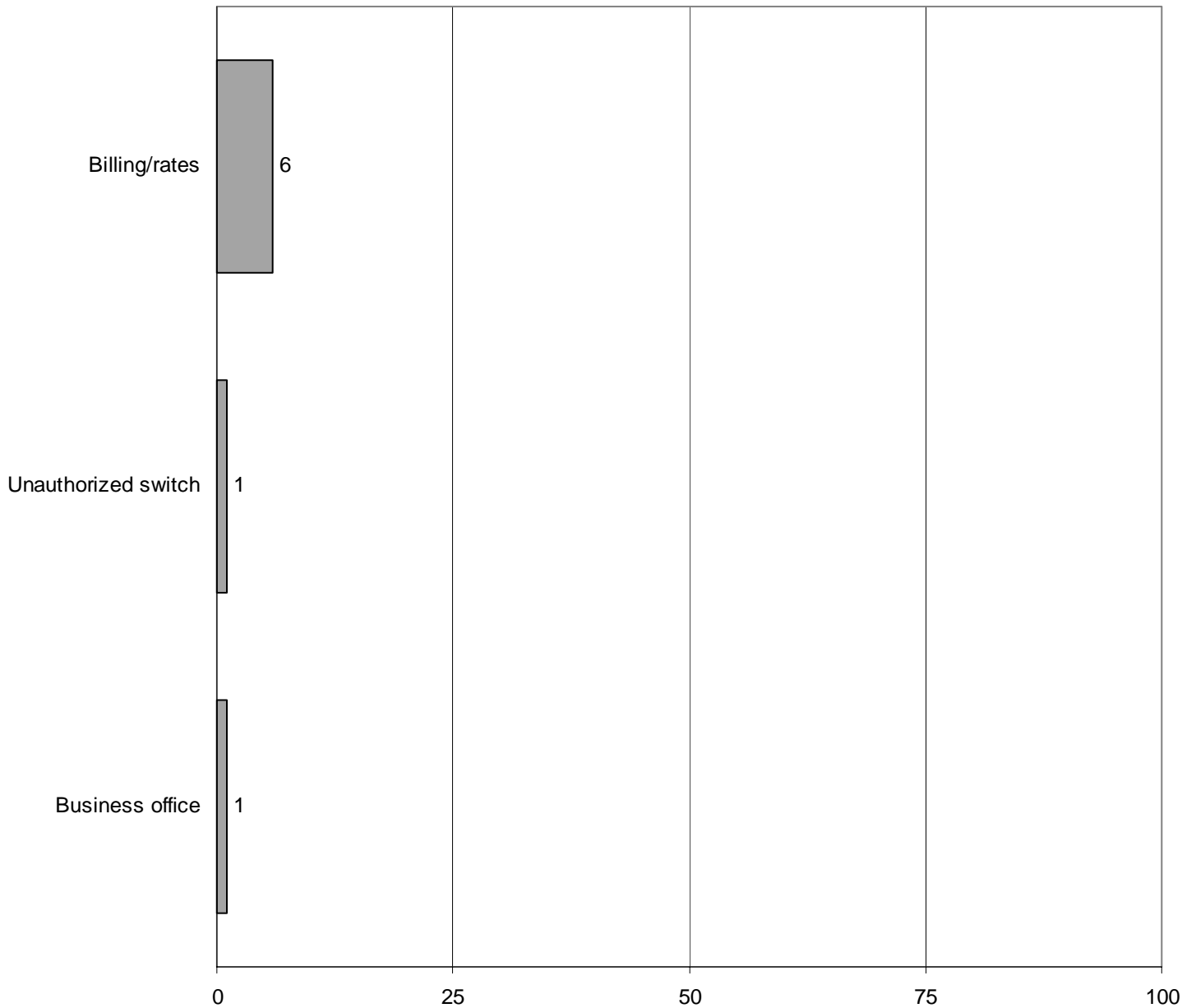
2005 Complaints

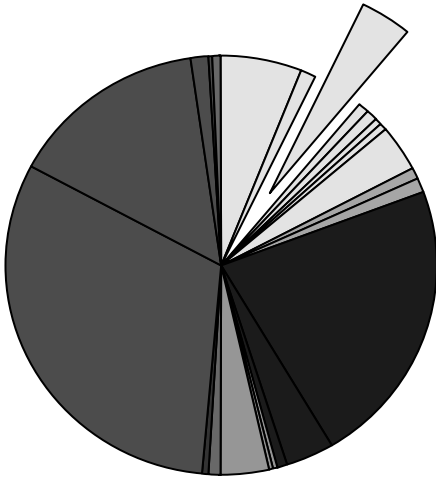
14 Total



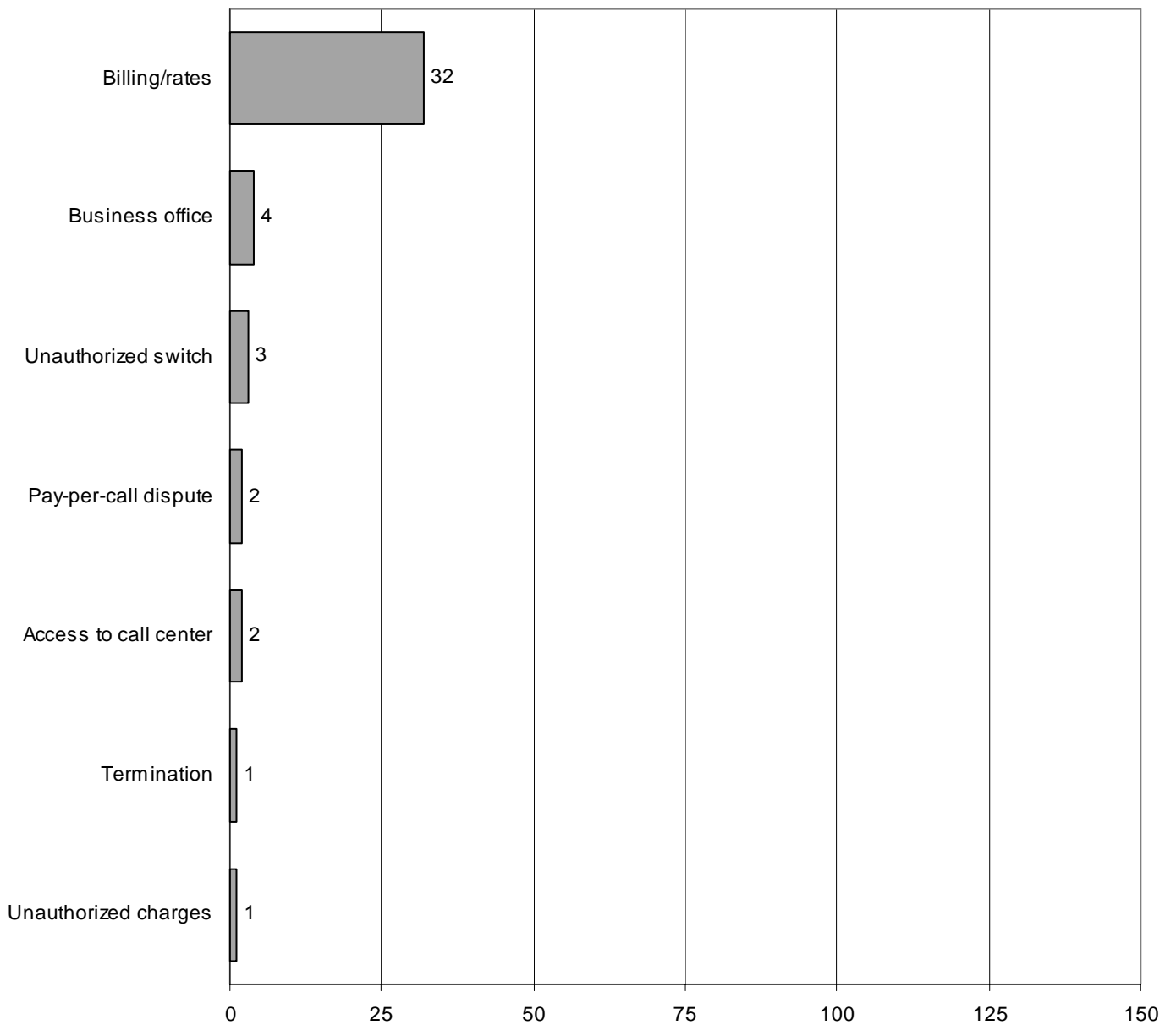


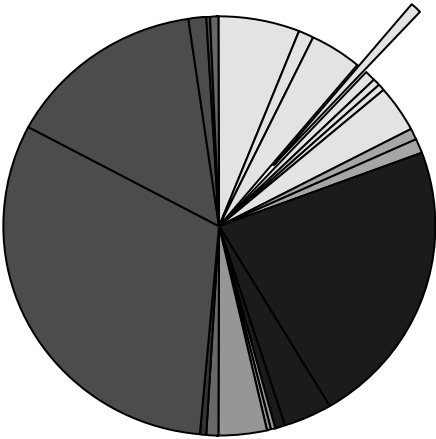
Sprint 2005 Complaints 8 Total



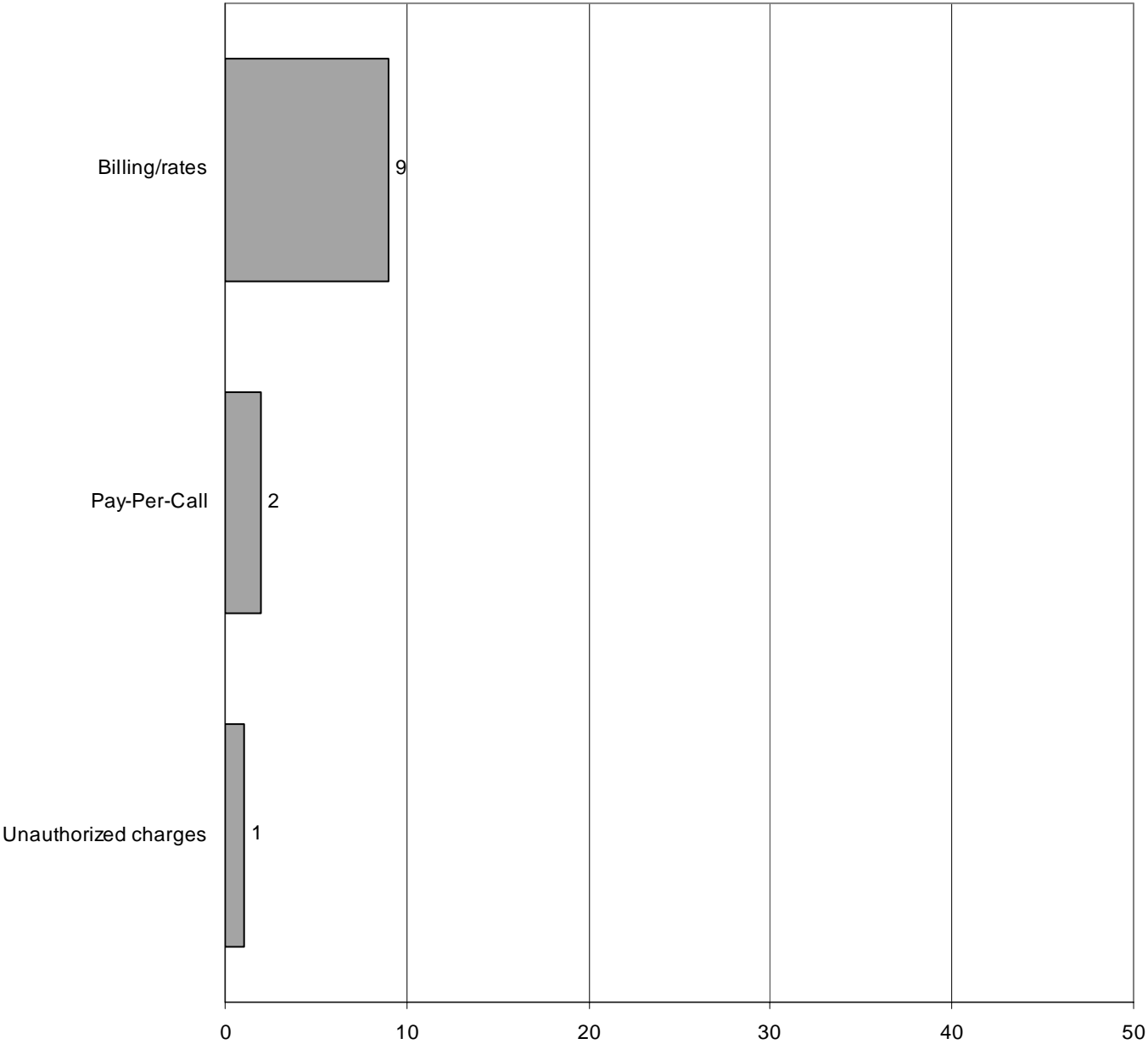


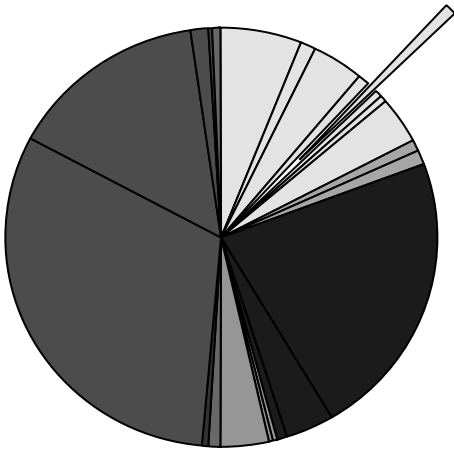
MCI 2005 Complaints 45 Total



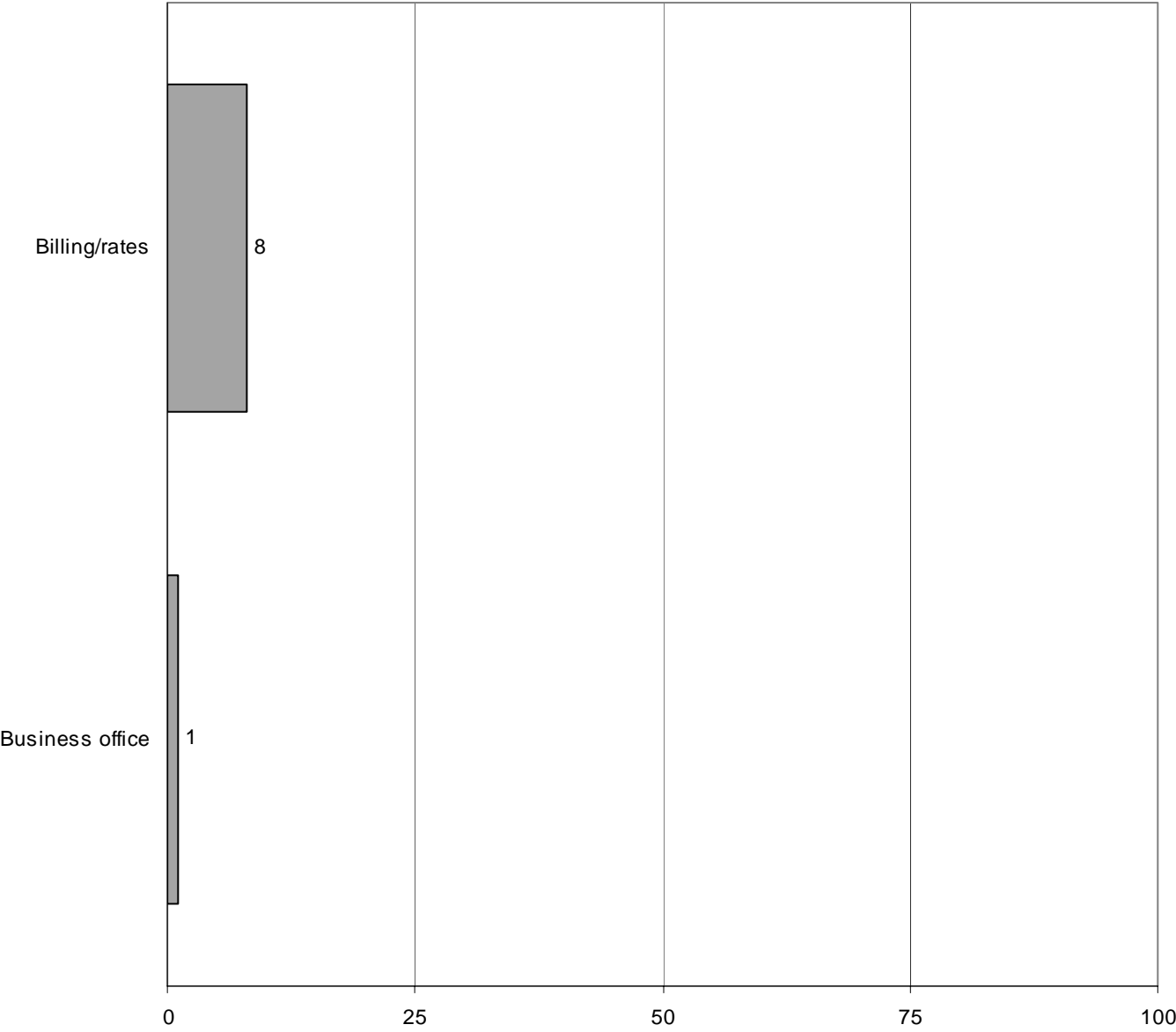


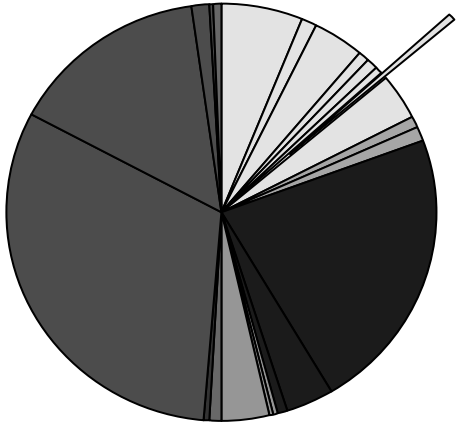
**CenturyTel Long
Distance
2005 Complaints
12 Total**



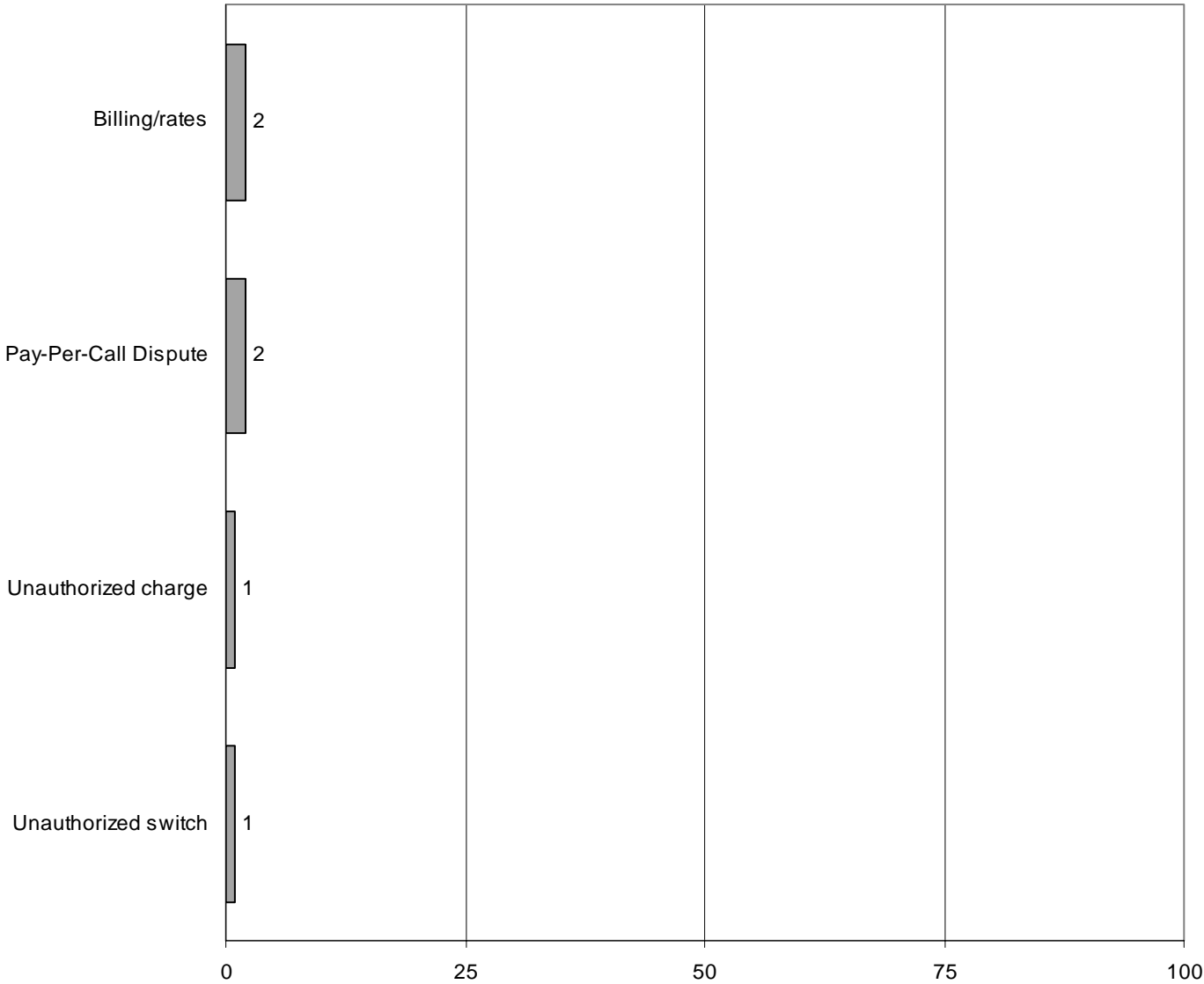


UCN
2005 Complaints
9 Total

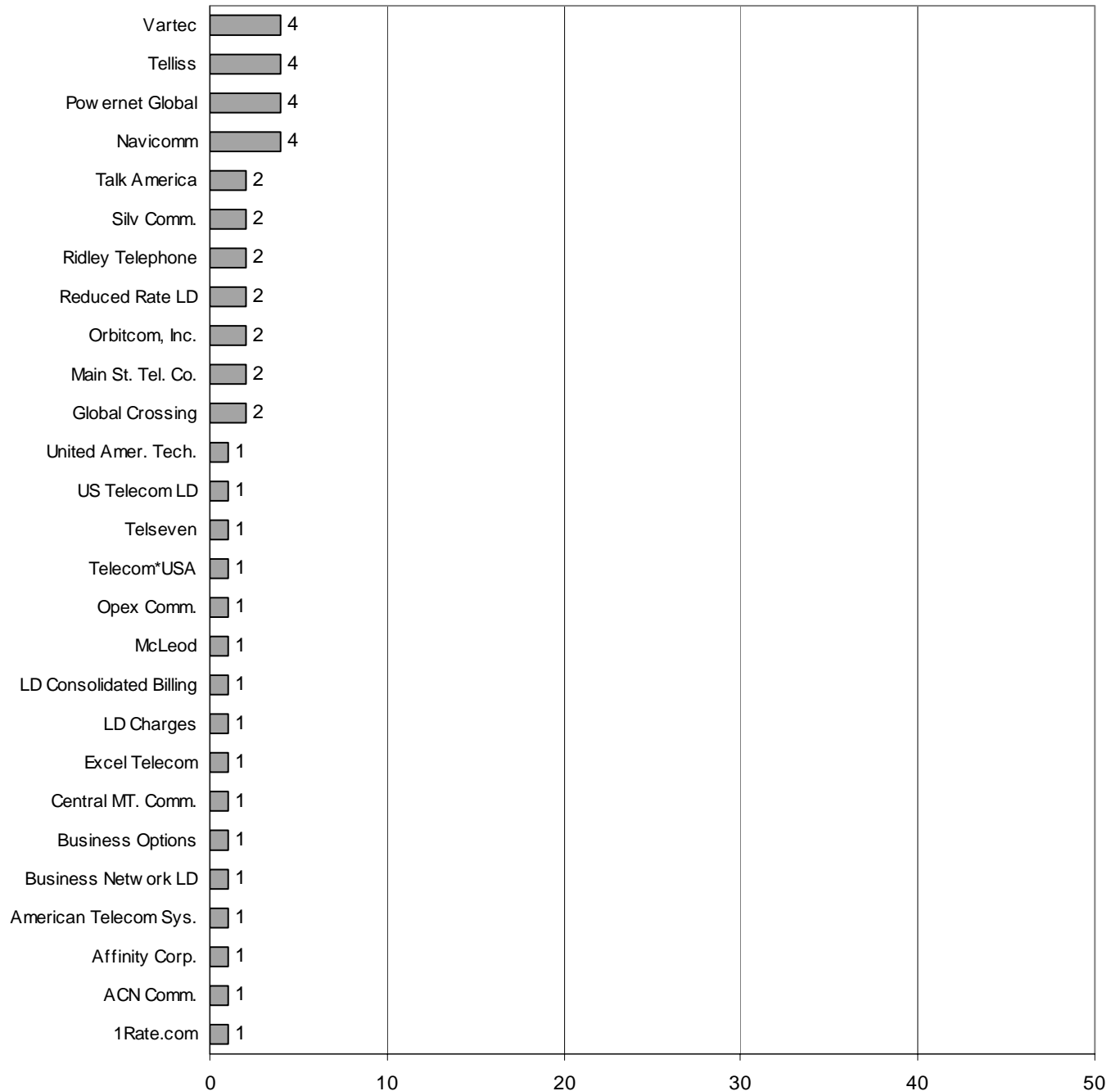
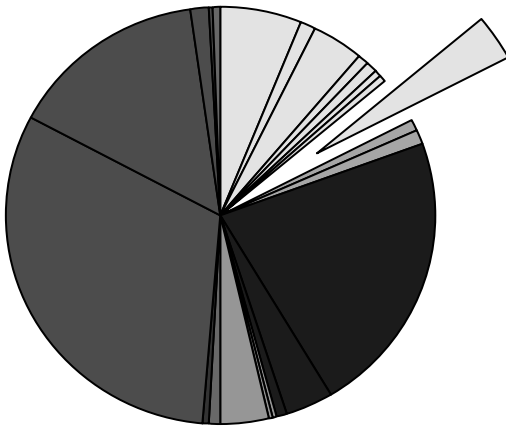




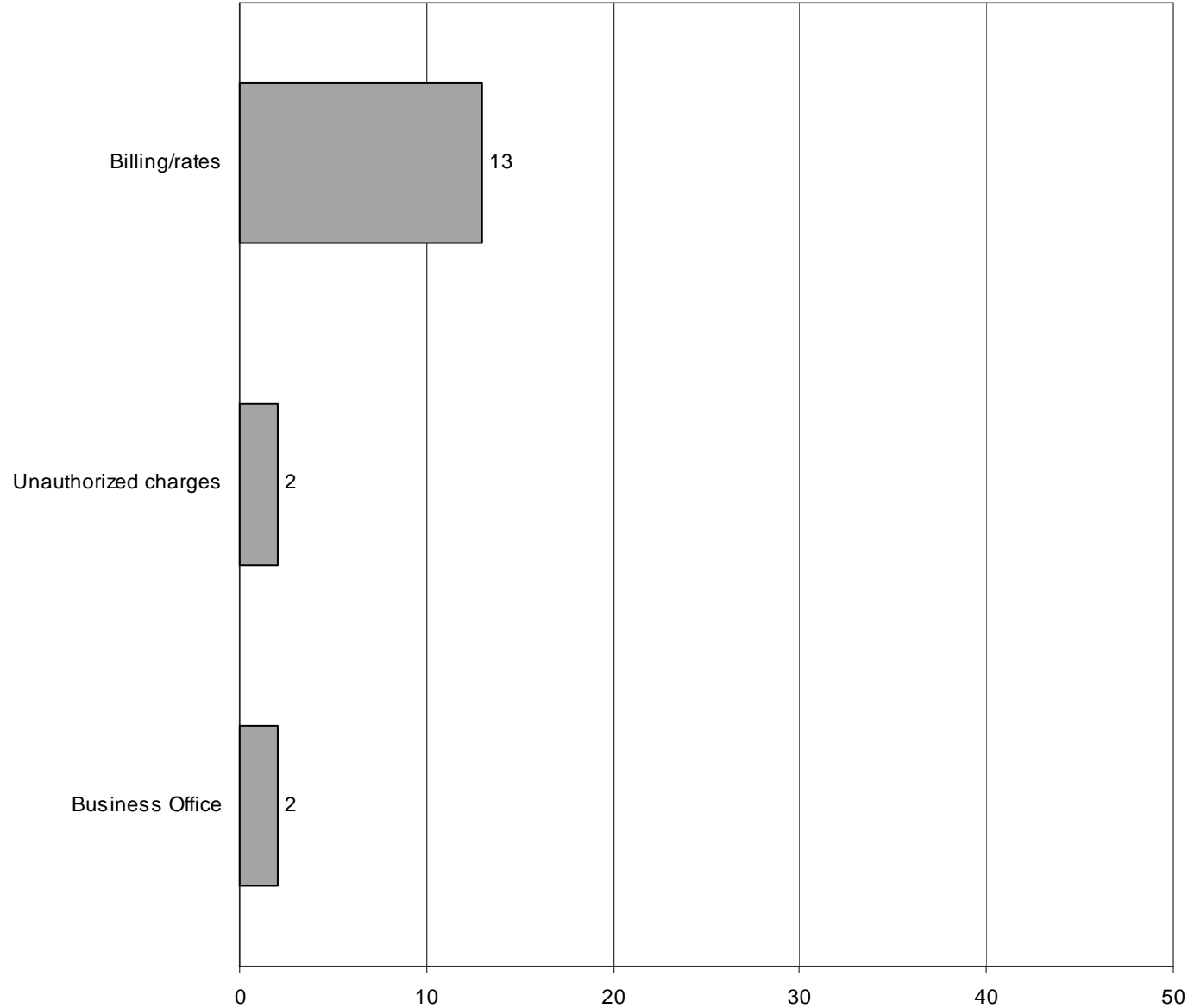
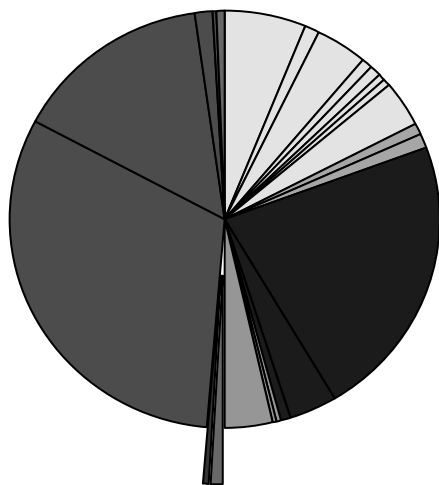
Opticom
2005 Complaints
6 Total

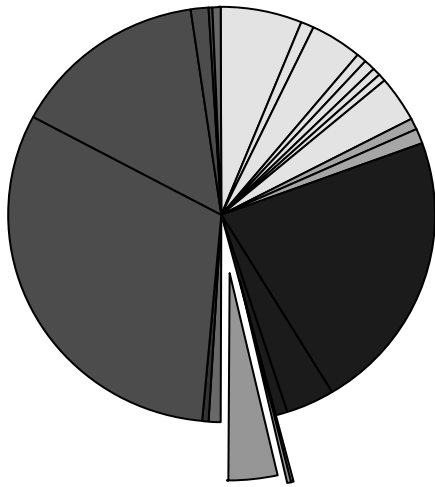


Other Interexchange Carriers (IXCs) 2005 Complaints 46 Total



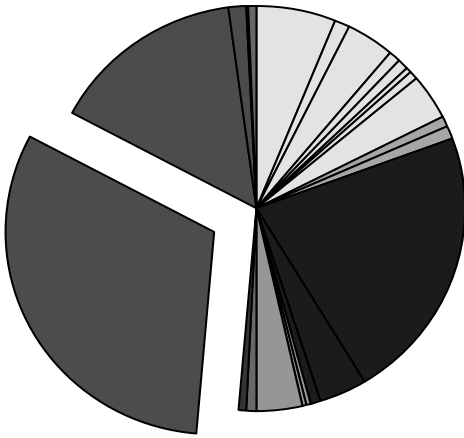
**Operator Services
Providers & Inmate
Calling Providers
2005 Complaints
17 Total**



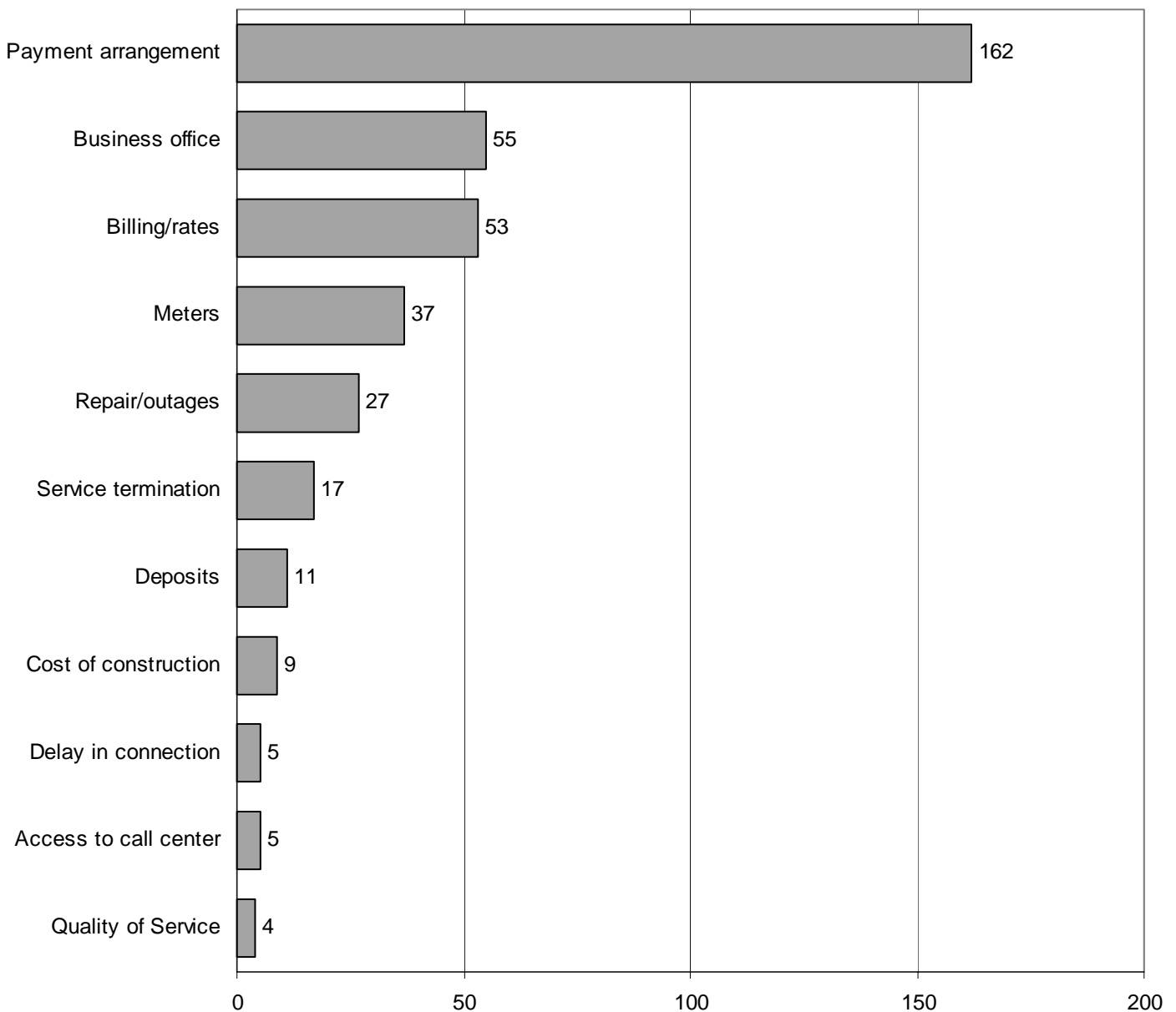


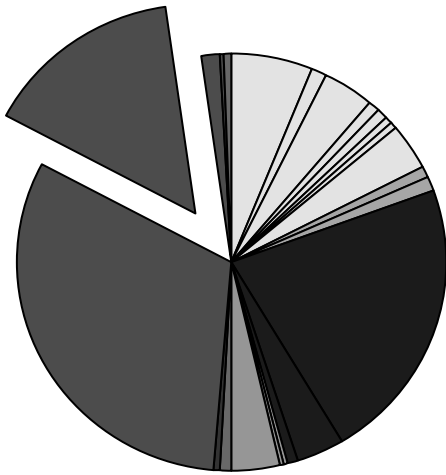
Non-Telco, Telco-Billed 2005 Complaints 51 Total



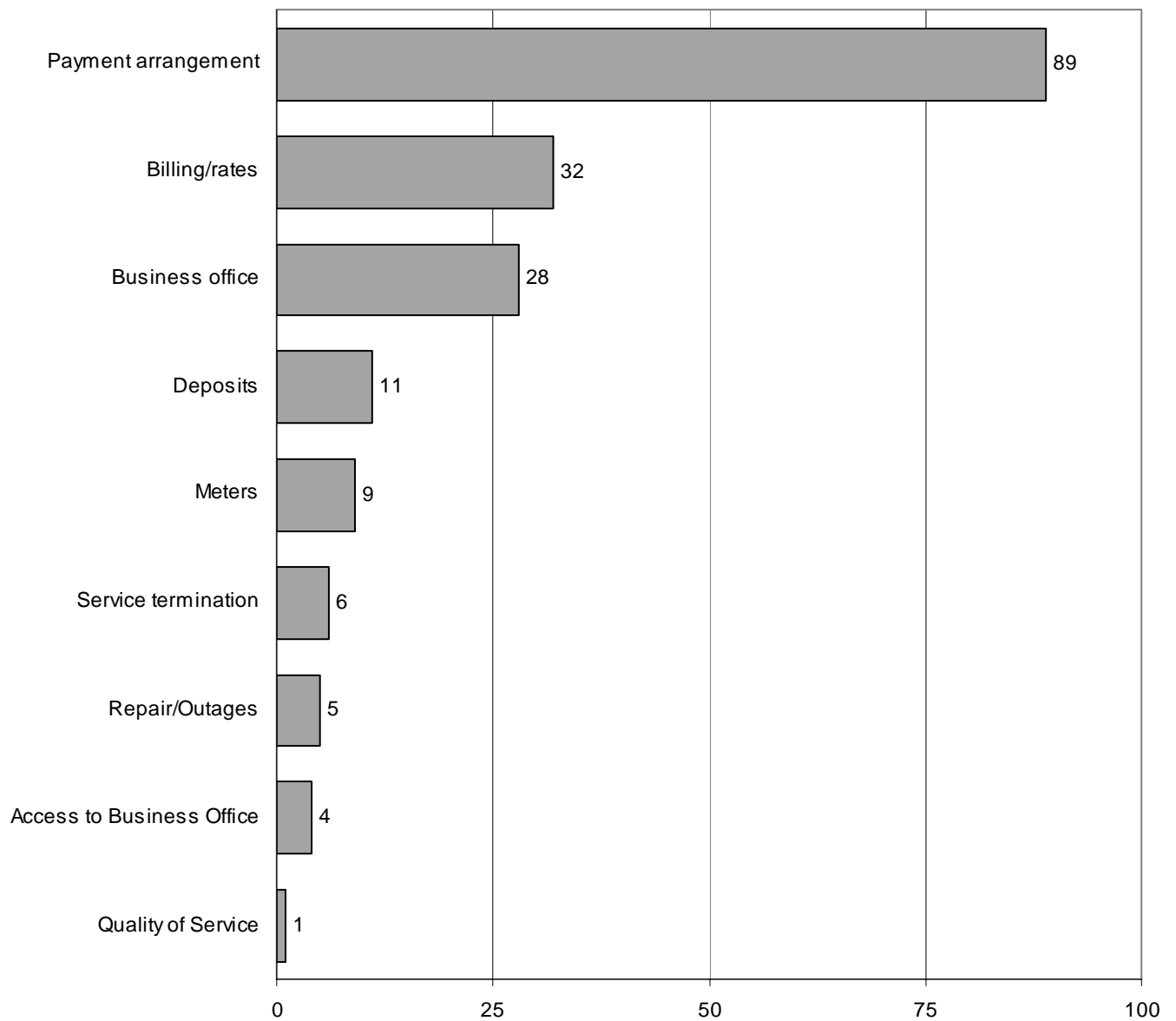


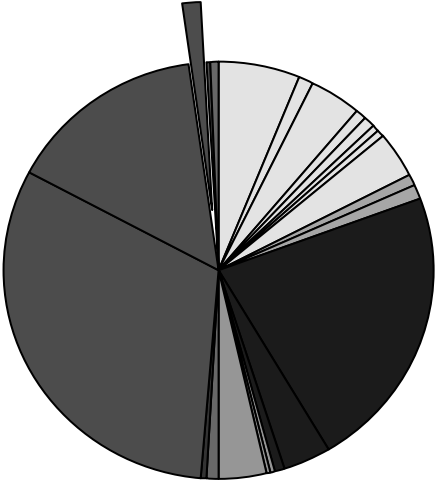
NorthWestern Energy 2005 Complaints 385 Total



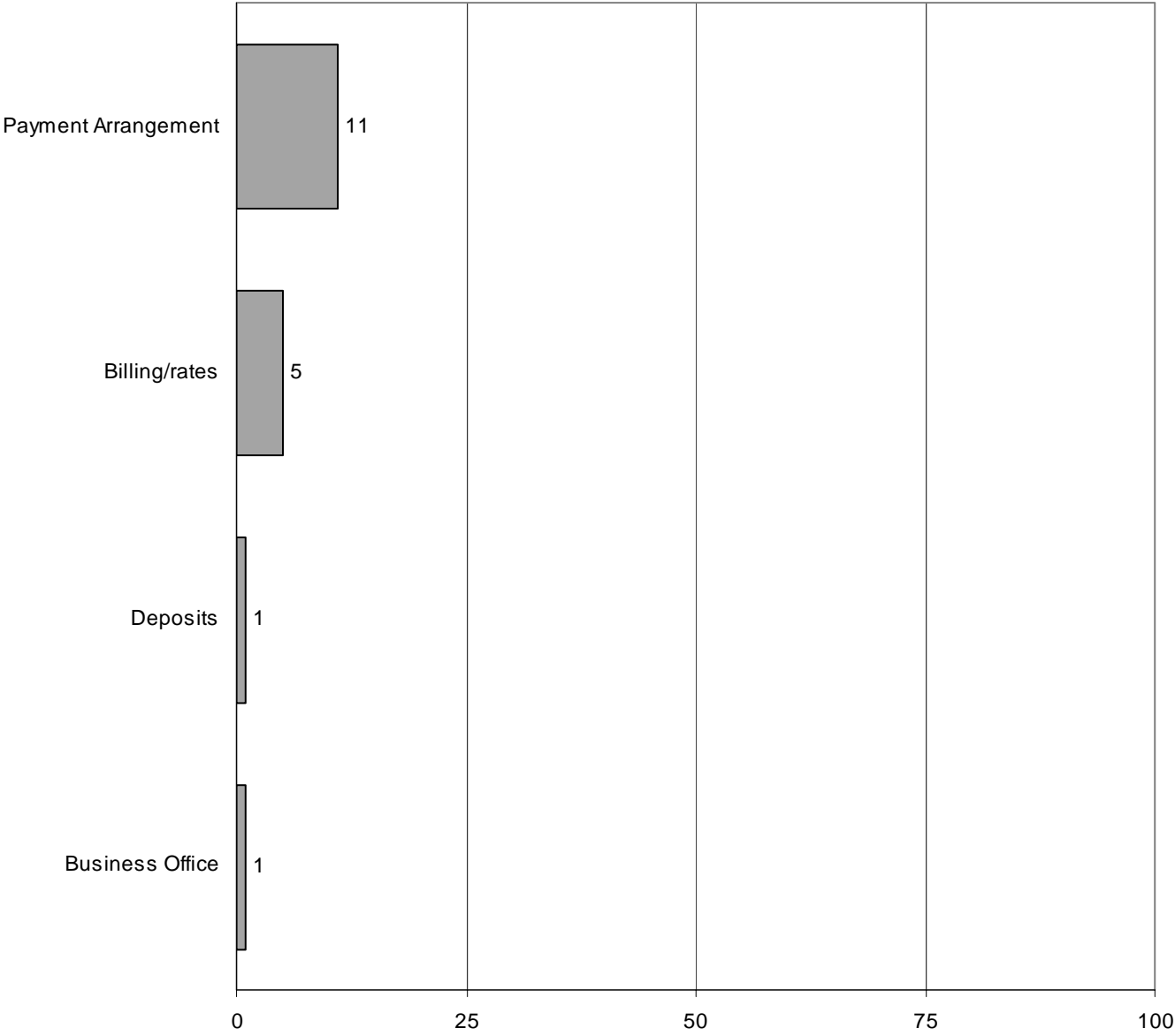


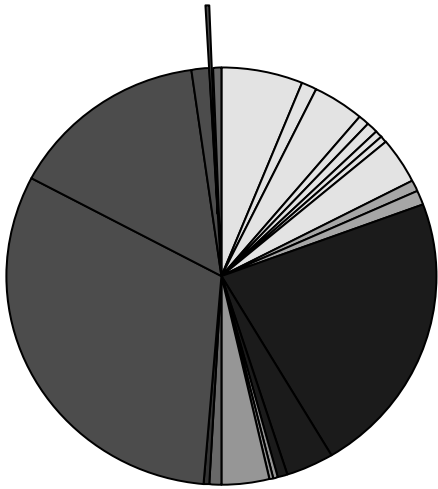
Montana-Dakota Utilities 2005 Complaints 185 Total



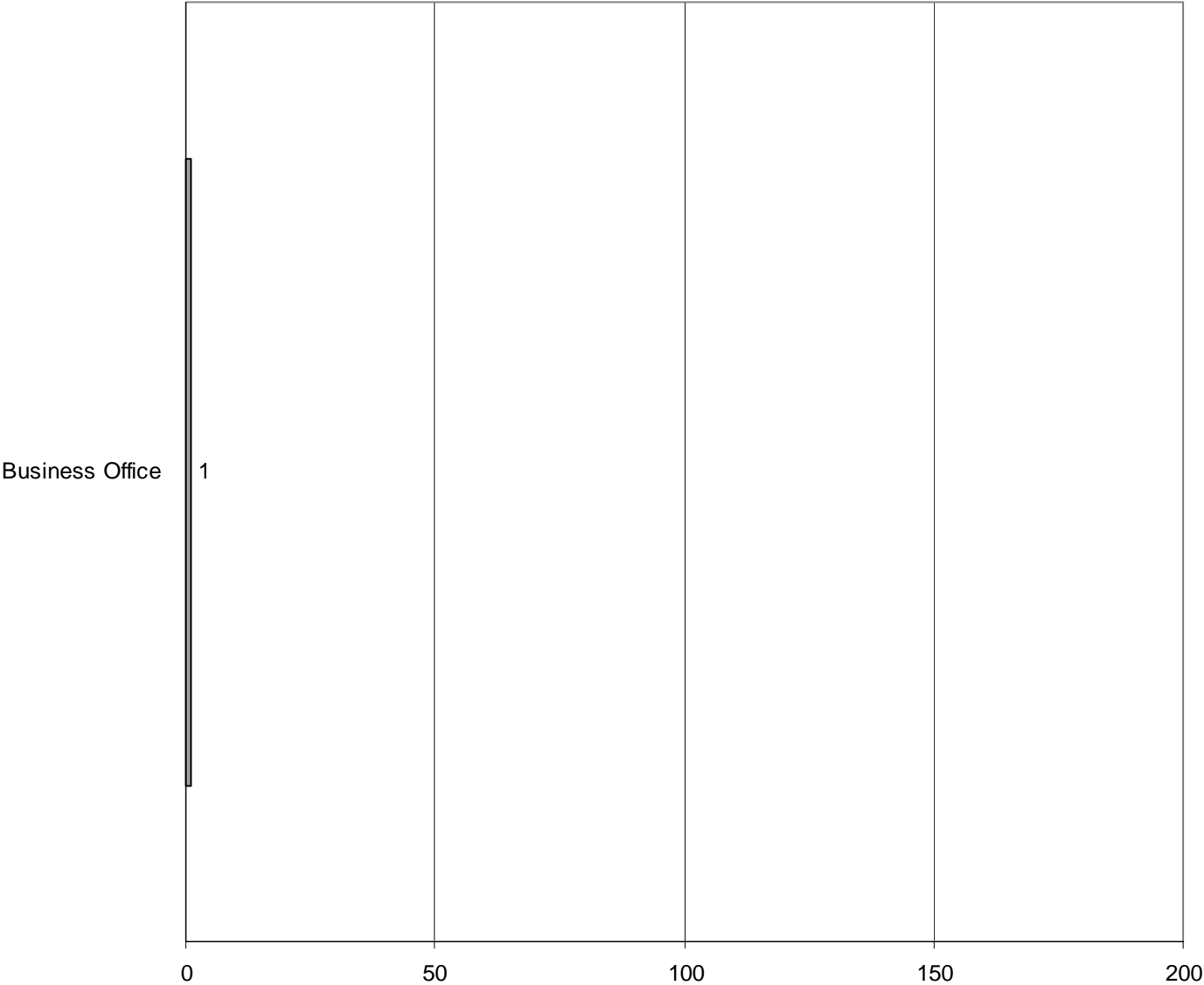


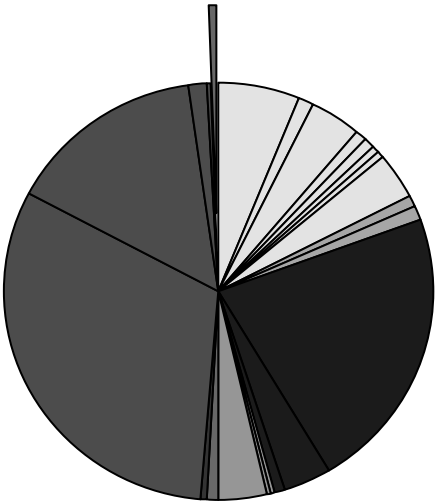
Energy West
2005 Complaints
18 total





Cut Bank Gas
2005 Complaints
1 Total





Water Utilities
2005 Complaints
8 Total

